

BUSINESS ANALYSIS: CORE TECHNIQUES

DIMENSIONS OF CHANGE

This intensive 3-day course is a "boot camp" for those seeking to enter the industry, as well as an opportunity to brush-up skills for practitioners. The techniques are based on the following principles:

- Focus on the expectations of the client
- Short time cycles to ensure capability to respond rapidly
- Iteration, at deeper and deeper levels, and with management approval based on return on investment driving each iteration
- Integration with project management
- Flexibility to support a variety of methodologies and project management styles
- A natural extension of human capacities, building on the human strengths of the team, the stakeholders and the clients
- Clear and appropriate governance
- Use of a variety of graphical options to model highly complex business activities clearly on different dimensions
- Quality assurance and documentation integrated into the analysis
- Building on current capacity
- Evidence-based
- Quantitative financial analysis

This material covered in this highly participatory 3-day workshop is illustrated by a case study, and illustrated with examples drawn from a wide range of industries. Participants receive a workbook with descriptions of the models and techniques, checklists and other aids for the techniques, and a reference list of further reading.

Coverage of the 3 days is outlined on the following page:

ABN: 97 081 830 499

**GPO Box 2785
Canberra ACT 2601**

**fax: +61 3 6257 2081
www.blackcircle.com.au**

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DAY 1

Introduction

The analysis process 1

- A Framework for Business Analysis
- integration of Business Analysis and Project Management
- The project lifecycle and the system development lifecycle
- Project roles, and the role of the BA

Stakeholders

- Stakeholder Identification and Analysis
- Managing Stakeholder Communication
- Graphical Communication Tools
- Interviewing Clients

Modelling the Business Activity 1

- The Relationship Dimension: Preparing a Context Level Diagram

DAY 2

Modelling the Business Activity 2

- The Transaction Dimension: DataFlow Diagrams
- The Sequence Dimension: FlowCharts
- The Information Dimension: the Data Dictionary

Quality Assurance Concepts: Walkthroughs, Technical Reviews & Inspection

DAY 3

Modelling the Business Activity 3

- Scaling techniques for addressing large and small projects
 - Functional Decomposition
 - Events
 - Guidelines for determining depth
- Graphics for meeting the needs of different audiences

The Analysis Process 2

Requirements – Addressing the Problems, Opportunities, Risks & Issues

Levels of Requirements

Tools for Identification and Analysis

The Objectives Inventory

Fishbone Diagrams (Ishikawa Diagrams)

AS/NZS 31000: Risk Management

The Analysis Process 3

Moving towards the proposed system: the Business Requirements Document

Planning Benefits Analysis and Realisation

Project Review

Closure